



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT
(COMMUNITY RECREATION DIVISION)
PARKS, RECREATION, AND TOURISM

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position performs routine to difficult administrative support and related functions within a Community or Recreation Center. Reports to a Recreation Program Supervisor or Recreation Program Supervisor, Senior.

There are two (2) levels of Administrative Assistant distinguished by the level of work performed and the qualifications of the employee.

ESSENTIAL JOB FUNCTIONS

Performs administrative support work such as word processing, creating spreadsheets, data entry or retrieval, and tasks that may require interpretation, judgment and determining appropriate processes to be used. Maintains the parks maintenance work order system by entering, updating and completing work orders.

Coordinates, processes, and records financial and budget information and transactions. Maintains office and equipment inventories; purchases supplies and equipment as needed. Processes the division's time and attendance and compiles payroll to include regular and overtime hours worked and various types of leave taken and maintains department personnel and operational files.

Performs routine and repetitive administrative support functions such as posting or recording information from a variety of sources that usually involves calculations, research and verification of information. Tasks may include completing forms, reports, questionnaires and other similar documents.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances. Screens and responds to general inquiries and complaints; provides information on policies and procedures; performs other similar types of administrative support activities.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Office Administration** – Knowledge of office systems, practices, procedures and administration.
- **Technology** – Knowledge of general office equipment and personal computers to include word processing, spreadsheet, and related software.
- **Customer Service** – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- **Computer Skills** – Utilizes a personal computer with word processing, spreadsheet, and related software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- **Judgement/Decision Making** – Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- **Communication** – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.
- **Time Management** - Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Administrative Assistant I - Requires a high school diploma and 1-2 years of related administrative support experience, or an equivalent combination of education and experience.

Administrative Assistant II - Requires a high school diploma and 3-5 years of related administrative support experience, or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history and sex offender registry check.

ENVIRONMENTAL HAZARDS

This job risks no exposure to any environmental hazards.

PHYSICAL AND DEXTERITY REQUIREMENTS

Sedentary work with occasional walking, standing, stooping, lifting and raising objects, exerting up to 10 pounds of force on a regular and recurring basis, and routine keyboard operations.

SENSORY REQUIREMENTS

Normal visual acuity, and field of vision, hearing, and speaking.